

M E M O R A N D U M

To: Janeen Dittrick, Cluster Manager
Gilroy Workforce Service Site 06920
Date: June 9, 2010

From: Ernesto Magaña
Employment Development Department
File No.: 74:fmj:02/em:1424

Subject: **MONITOR ADVOCATE OFFICE ON-SITE ANNUAL REVIEW
PROGRAM YEAR 2009-2010
GILROY WORKFORCE SERVICE SITE
FINAL MONITORING REPORT**

This Final Monitoring Report summarizes the California Monitor Advocate Office's (MAO) results of the Migrant and Seasonal Farmworkers (MSFW) on-site annual review of the Gilroy Workforce Service (WS) site. Francisco Macias conducted this annual review from March 22 through March 24, 2010. We focused our annual on-site review on the full range of employment services, benefits, and protections, including the full range of job and training referral services, counseling, and testing provided to MSFW.

The MAO conducted this annual on-site review under the authority of all related federal regulation, including Title 20 of the Code of Federal Regulation (CFR), Chapter V, Parts 651, 653, and 658, applicable State laws, and the Employment Development Department's (EDD) Job Service (JS) policies and procedures. Specifically, Title 20 CFR, Part 653.108, requires the MAO to perform ongoing reviews of EDD services provided to MSFW.

We collected information for this report by examining the Gilroy WS site's provision of services, job information sharing, job application taking process, outreach program operation, data collection, agricultural clearance order activity, and JS complaint system. Additionally, we interviewed Gilroy WS site's management and staff.

RESULTS:

We did not receive a response to our May 13, 2010 Draft Report. Therefore, we are issuing the Draft Report as the Final Report.

Because Findings 1 and 3 are repeat findings, Corrective Action Plans (CAP) for both findings need to be submitted to the MAO.

Our on-site annual monitoring review revealed the following findings:

Finding 1:

MSFW OUTREACH ACTIVITY

The Workforce Services Branch's Agricultural Services Plan for Program Year (PY) 2008-09 allocates 1.13 Personnel Equivalents to the Gilroy cluster, which includes the Gilroy and Watsonville WS sites to conduct MSFW outreach activities. The Gilroy and Watsonville WS site's manager confirmed that both WS sites shared the combined allocation of approximately 1,936 hours for MSFW outreach activities for PY 2009-10. The Gilroy WS site receives 645 hours of the total allocated budget.

During the pre-site analysis, we noted that the Gilroy WS site used 94 hours for MSFW outreach activities between July 2009 and February 2010. We consider this insufficient MSFW outreach activity.

This same issue was documented in the final report during PY 2008-09 on-site annual review and discussed with local management. As a result, we requested that the Gilroy WS site submit a CAP stating what actions will be taken to address this finding.

Citation:

20 CFR 653.107 and Agricultural Services Plan PY 2008-09

Recommendation:

We recommended that the Gilroy WS site provide sufficient MSFW outreach activity by completely using the resources allocated for that purpose.

Response:

There was no response to our Draft Report. However, and because this is a repeat finding, a CAP needs to be submitted to the MAO explaining how the Gilroy WS site will address this finding.

Finding 2:

COMPLAINT LOGS

During the pre-site analysis, we noted that the Gilroy WS site submitted eight JS Complaint Logs from July 2009 through February 2010. Six JS Complaint Logs were submitted untimely.

Finding 2 (Cont.):

COMPLAINT LOGS

Citation:

JS Complaint System Manual Chapter 08-00-00

Recommendation:

We recommended that the Gilroy WS site submit the JS Complaint Logs to the MAO by the fifth working day of the following month.

Response:

There was no response to our Draft Report.

Finding 3:

MSFW OUTREACH LOGS

During the pre-site analysis, we noted that the Gilroy WS site submitted eight MSFW Outreach Reports from July 2009 to February 2010. Three MSFW Outreach Reports were submitted untimely.

This same observation was documented in the final reports during PY 2007-08 and PY 2008-09 on-site annual reviews and discussed with local management. As a result, we requested that the Gilroy WS site submit a CAP stating what actions will be taken to address this observation.

Citation:

MSFW Outreach Program Manual, Chapter 08-00-00

Recommendation:

We recommended that the Gilroy WS site submit the MSFW Outreach Reports to the MAO by the fifth working day of the following month.

Response:

There was no response to our Draft Report. However, and because this is a repeat finding, a CAP needs to be submitted to the MAO explaining how the Gilroy WS site will address this finding.

Finding 4:

OUTREACH WORKER IDENTIFICATION

During the MSFW outreach ride-along, we noted that the Gilroy WS site Outreach Worker (OW) did not carry a State-issued identification card while performing MSFW outreach activities.

Finding 4 (Cont.): **OUTREACH WORKER IDENTIFICATION**

Citation: 20 CFR 653.107 (p) and MSFW Outreach Program Manual,
Chapter 02-04-02

Recommendation: We recommended that the Gilroy WS site OW carry and display
State-issued identification at all times while performing MSFW
outreach activities.

Response: There was no response to our Draft Report.

Finding 5: **DOCUMENTATION OF EDD SERVICES TO MSFW**

During the pre-site analysis, we reviewed staff-assisted MSFW registrations and noted that, in some instances, Gilroy WS staff did not record a summary of services provided to MSFW or case notes in the Program Activity Support System (PASS). The JS Policy and Procedure Manual states that complete and accurate records of services and activities provided to job seekers are necessary for efficient case management, program tracking, and data analysis for continuous improvement. Although MSFW are not a case managed group, they are considered a special targeted client group and the services provided to them should be recorded in PASS.

Citation: JS Policy and Procedures Manual, Chapter 33 and 34

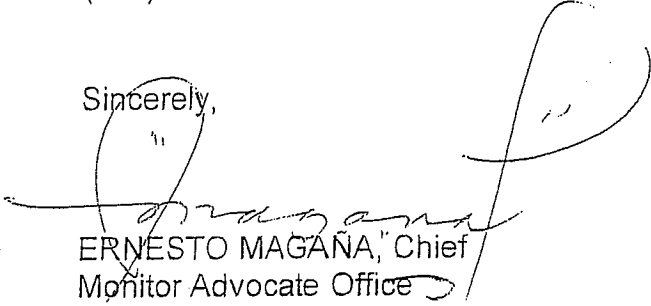
Recommendation: We recommended that the Gilroy WS site properly document
the EDD services provided to MSFW in PASS.

Response: There was no response to our Draft Report.

Janeen Dittrick
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Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions, please contact Francisco Macias at (916) 651-9461.

Sincerely,



ERNESTO MAGAÑA, Chief
Monitor Advocate Office

cc: Velma Bagby
Diane Ferrari
Jose Luis Marquez
Trina Martinez
Maria Lucero